
OVERALL RESULTS

RESPONSE RATE

Survey respondents completed 113 surveys¹ from 491 delivered; we initially sent 541 e-mails, with ten percent of the addresses returned as undeliverable².

- This is a **23 percent response** rate.

This return rate is 7 percent higher than last year.

Important: *The response rate is too low to determine if this is a representative sample and therefore may not accurately reflect the opinion of all RESD customers. The information does, however, tell us what customers who took the time to complete the survey think about RESD services.*

OVERALL SATISFACTION

RESD received an **overall satisfaction** rating of **72%**.

This represents a significant increase over the previous year's 59% overall satisfaction rating, and a formidable increase over the 35% satisfaction rating for 2002.

MOST FAVORABLE PERFORMANCE RATINGS

RESD customers believe they are treated courteously by staff, staff is knowledgeable and skillful, and provides reliable information. They also report staff is responsive and provide high quality work. Five items³ with the highest agreement are:

- Treat me with courtesy – **89%**
 - Are knowledgeable and skillful - **82%**
 - Provide me with accurate and reliable information - **78%**
 - Are responsive to my requests - **76%**
 - Provide high quality work – **73%**
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LEAST FAVORABLE PERFORMANCE RATINGS

Customers indicated lower agreement levels for project delivery, budgeting, accountability, and, to a milder degree, timeliness and dedicated effort:

- Deliver projects on my schedule – **45%**
 - Deliver projects within budget - **48%**
 - Are accountable to me - **54%**
 - Give our projects dedicated effort – **61%**
 - Provide me with timely service – **61%**
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¹ The previous year survey had a slightly lower number of returns (97), although a larger customer list (640).

² There were 96 initial address failures of which we recovered 46 through additional research.

³ To save space, we have dropped the "RESD staff ..." from question responses for the balance of this report.

**SATISFIED
CUSTOMERS**

When **customers reported RESD overall satisfaction** (number responding, N=78), they also provided high ratings for:

- Treat me with courtesy – **100%**
- Responsive to my requests – **96%**
- Are knowledgeable and skillful – **95%**
- Provide me with accurate and reliable information – **94%**

The lowest ratings provided are for:

- Deliver projects on my schedule - **61%**
- Deliver projects within budget – **61%**

**NOT-
SATISFIED
CUSTOMERS**

When **customers were not satisfied** with RESD overall (N= 30) they provided the following low agreement ratings for:

- Delivers my projects on schedule – **0%**
- Provide me timely service – **0%**
- Give our projects dedicated effort – **12%**
- Are accountable to me – **16%**

The highest rating RESD received from these customers for a performance item is:

- Treat me with courtesy – **57%**
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